

24 skills for a *Gentleman*

Skill #01: HOW TO GREET SOMEONE

1. Look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. Make a verbal greeting.

Skill #02: HOW TO INTRODUCE A PERSON

1. Look at the persons.
2. State the older person's name first.
3. For similar ages, state the woman's name first.
4. Say, "Person A, I'd like you to meet Person B. Person B, this is Person A."
5. End by giving the introduced parties a "conversation starter."

Skill #03: HOW TO ENGAGE IN A CONVERSATION

1. Greet and look at the person.
2. Use a pleasant voice tone.
3. Ask the person questions, listening closely to the answers.
4. Don't interrupt.
5. Follow-up the person's answers with a comment without changing the subject.
6. Don't try to "top" the other person's comments.

Skill #04: HOW TO INTRODUCE YOURSELF

1. Greet and look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. State your own name with a short conversation starter.
5. Shake the person's hand (wait for a woman to offer her hand).
6. When departing say, "It was nice to meet you."

Skill #05: HOW TO FOLLOW INSTRUCTIONS

1. Look at the person.
2. Say "OK" (or "Thank you").
3. If you do not understand the directions, ask appropriate questions.
4. Do the task immediately.
5. Sometimes helpful: Go back and let the person know that the job is finished. You can even ask if there is something else that needs to be done.

Skill #06: HOW TO GET THE TEACHER'S ATTENTION

1. Look at the teacher.
2. Raise your hand calmly.
3. Wait for acknowledgment.
4. After acknowledgment, respectfully ask your question or give your answer in a calm voice tone that is loud enough to be heard clearly.

Social Skill #07: HOW TO ACCEPT CORRECTION

1. Look at the person.
2. Say, "OK."
3. No arguing.
4. It's OK to sincerely ask for suggestions for improvement. ("Sometime when you're not busy, could I ask your advice for this type of situation?")

Skill #08: HOW TO MAKE A REQUEST

1. Greet and look at the person.
2. Use a pleasant voice tone.
3. State request specifically.
4. Say "Please."
5. Say "Thank you" after request is granted.

Skill #09: HOW TO ACCEPT "NO" FOR AN ANSWER

1. Look at the person.
2. Say "OK."
3. No arguing, whining, or pouting.
4. If you don't understand why, ask calmly if it's appropriate to know why.
5. If you disagree or have a complaint, bring it up later.

Skill #10: HOW TO QUESTION A TEST CORRECTION

1. Greet and look at the person.
2. Ask the person "Is there a time I could ask you a question?"
3. Say, "I have a question about problem #..."
4. Thank the person for his or her help.

Skill #11: HOW TO ACCEPT RESPONSIBILITY FOR MISBEHAVIOR OR MISTAKES

1. Greet and look at the person.
2. Use a pleasant voice tone.
3. State the misbehavior or mistake clearly.
4. Make a specific statement of responsibility ("It was my fault.") and remorse ("I'm sorry that this happened").
5. State a plan for future appropriate behavior.

Skill #12: HOW TO REPORT PEER BEHAVIOR

1. Greet and look at the person.
2. Use a calm voice tone.
3. Request to speak to the adult away from others' hearing.
4. Give a specific description of peer's inappropriate behavior.
5. State a rationale (a reason for telling) for the report.
6. Ask the adult for advice if you feel you need it.
7. Thank the adult for listening.

Skill #13: HOW TO REPORT BEING MADE TO FEEL UNCOMFORTABLE

1. Find a trusted adult as soon as possible.
2. Ask to talk to the adult away from others' hearing.
3. Describe the incident that made you feel uncomfortable.
4. Ask the adult for advice if you feel you need it.
5. Thank the adult for listening to you.

Skill #14: HOW TO RESIST PEER PRESSURE (OR SAY "NO")

1. Look at the person.
2. Use a calm voice tone.
3. Thank them for including you.
4. Explain that you do not want to participate.
5. Offer an alternative activity.
6. Continue (if necessary) to refuse to participate.
7. Leave the company of anyone who will not accept your "no" or who is doing something you know is wrong.

Skill #15: HOW TO REACT TO A NEGATIVE RUMOR

1. Look at the person.
2. Method #1: Say, "I've had only good experiences with...."
3. Method #2: Change the subject.
4. Do not repeat the rumor.
5. If the rumor makes you feel uncomfortable, use the appropriate social skill.

Skill #16: HOW TO WALK IN FRONT OF SOMEONE OR BETWEEN TWO PEOPLE WHO ARE TALKING TO EACH OTHER.

1. Look at the person(s).
2. Try to avoid walking in front of them.
3. If impossible, say, "Excuse me, please " and quickly walk by.

Skill #17: HOW TO GIVE A COMPLIMENT

1. Greet and look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. Make a positive praise statement.
5. You may want to add a detail that tells why you were impressed with the person's performance.

For example: [Praise statement:] "You really played well during the basketball game yesterday. [Detail:] The way you hustled for the rebounds really helped our team."

6. Be careful not to cancel out your compliment by your next statement.
For example: "You really played well during the basketball game yesterday. I guess it was easy to score points because the other team is so terrible." [Second sentence cancels out the nice compliment made in the first sentence.]

Skill #18: HOW TO ACCEPT A COMPLIMENT

1. Look at the person.
2. Smile.
3. Do not disagree with the compliment.
4. If it's appropriate, you can use the compliment as a conversation starter:
E.g., "Thanks. My father started playing basketball with me when I was five years old. I think all that practicing with someone so much bigger really helped me gain confidence."
5. Be sure to thank the person.

Skill #19: HOW TO SHOW APPRECIATION

1. Greet and look at the person.
2. For a small kindness, say, "Thank you, _____" (fill in the name).
3. For something larger, add reasons why the help is appreciated.
4. If you have received a gift or been a houseguest, a follow-up "thank you" note is required.

Skill #20: HOW TO DISAGREE WITH A PEER APPROPRIATELY

1. Look at the person.
2. Use a pleasant voice tone.
3. Make an empathy/concern statement ("I can see why you feel...").
4. State disagreement specifically.
5. Give a rationale (reasons for your position).
6. Say "Thank You."
7. Avoid name-calling or using "hot button" (fighting) words.

Skill #21: HOW TO NEGOTIATE:

1. Look at the person.
2. Use a pleasant voice tone.
3. Listen to other's points without interrupting.
4. Repeat the other person's points.
5. State your own position specifically and clearly.
6. Give rationales for your position.
7. State areas of agreement.
8. Be willing to accept the other's points (compromise).
9. Thank him or her for the willingness to cooperate.

Skill #22: HOW TO EXPRESS SYMPATHY

1. Greet and look at the person.
2. Say, "I'm sorry to hear about...."
3. Ask a question that will let the person talk about the loss if the person wants to (e.g., "Had your grandfather been ill?" etc.)
4. Offer assistance.

Skill #23: HOW TO STUDY EFFECTIVELY IN STUDY HALL WITHOUT DISTURBING OTHERS

1. Have everything ready before the study hall begins so that you will not have to disturb others.
2. Take a moment to use your assignment calendar to plan your study hall. Set a time limit for each task.
3. Stay focused. Ignore any distractions.
4. Use active study habits. E.g., ask yourself questions, give yourself a test, etc.
5. Review often, not just right before a test.
6. Check off your tasks in your assignment calendar as you finish them.

Skill #24: HOW TO EAT WITHOUT EMBARRASSING YOURSELF

1. Put your napkin on your lap.
2. Do not put your elbows on the table until you are finished eating.
3. Be aware of how you look to the others at the table. For example, keep your mouth closed when there is food in it.
4. Do not put your personal utensils into the common dish. Use the spoons provided to put the food on your plate.
5. If you are served a food that is unfamiliar to you, wait for someone older to start eating so that you can find out what the proper way to eat that food is.
6. Make sure that your conversation is appropriate for the table. The table is not a place for arguments or unpleasant news. Saying something like, "A kid on the team threw up last night. This stew reminds me of it," isn't going to make you welcome at the table.

Source: St. Lawrence Seminary 2006-2007 Student Handbook

